

of the Senate on Wednesday, June 22, 2022, at 10 a.m., to conduct a hearing on nominations.

COMMITTEE ON THE JUDICIARY

The Committee on the Judiciary is authorized to meet during the session of the Senate on Wednesday, June 22, 2022, at 2:30 p.m., to conduct a hearing.

SELECT COMMITTEE ON INTELLIGENCE

The Select Committee on Intelligence is authorized to meet during the session of the Senate on Wednesday, June 22, 2022, at 2:30 p.m., to conduct a closed business meeting.

APPOINTMENT

The PRESIDING OFFICER. The Chair, on behalf of the Ranking Member of the Senate Committee on Armed Services, pursuant to the provisions of Public Law 117-81, appoints the following individual to serve as a member of the Commission on the National Defense Strategy: Mr. Thomas G. Mahnken of California.

FEDERAL AGENCY CUSTOMER EXPERIENCE ACT OF 2021

Mr. WHITEHOUSE. Mr. President, I ask unanimous consent that the Senate proceed to the immediate consideration of Calendar No. 103, S. 671.

The PRESIDING OFFICER. The clerk will report the bill by title.

The legislative clerk read as follows:

A bill (S. 671) to require the collection of voluntary feedback on services provided by agencies, and for other purposes.

There being no objection, the Senate proceeded to consider the bill, which had been reported from the Committee on Homeland Security and Governmental Affairs.

Mr. WHITEHOUSE. I further ask unanimous consent that the Hassan substitute amendment be considered and agreed to; that the bill, as amended, be considered read a third time and passed; and that the motion to reconsider be considered made and laid upon the table with no intervening action or debate.

The PRESIDING OFFICER. Without objection, it is so ordered.

The amendment (No. 5119) in the nature of a substitute was agreed to, as follows:

(Purpose: In the nature of a substitute)

Strike all after the enacting clause and insert the following:

SECTION 1. SHORT TITLE.

This Act may be cited as the “Federal Agency Customer Experience Act of 2021”.

SEC. 2. FINDINGS; SENSE OF CONGRESS.

(a) FINDINGS.—Congress finds that—

(1) the Federal Government serves the people of the United States and should seek to continually improve public services provided by the Federal Government based on customer feedback;

(2) the people of the United States deserve a Federal Government that provides efficient, effective, equitable, and high-quality services and customer experiences across multiple channels;

(3) many agencies, offices, programs, and Federal employees provide excellent cus-

tomers experiences to individuals, but many parts of the Federal Government still fall short on delivering the customer experience that individuals have come to expect from the private sector;

(4) according to the 2020 American Customer Satisfaction Index, the Federal Government ranks among the bottom of all industries in the United States in customer satisfaction;

(5) providing an equitable, reliable, transparent, and responsive customer experience to individuals improves the confidence of the people of the United States in their Government and helps agencies achieve greater impact and fulfill their missions; and

(6) improving service to individuals requires agencies to work across organizational boundaries, leverage technology, collect and share standardized data, and develop customer-centered mindsets and experience strategies.

(b) SENSE OF CONGRESS.—It is the sense of Congress that—

(1) all agencies should strive to provide a high-quality, courteous, effective, and efficient customer experience to the people of the United States and seek to measure, collect, report, and use metrics relating to the experience of individuals interacting with agencies to continually improve the customer experience of the people of the United States; and

(2) adequate Federal funding is needed to ensure agency staffing levels that can provide the public with an improved customer experience.

SEC. 3. DEFINITIONS.

In this Act:

(1) ADMINISTRATOR.—The term “Administrator” means the Administrator of General Services.

(2) AGENCY.—The term “agency” has the meaning given the term in section 3502 of title 44, United States Code.

(3) COVERED AGENCY.—The term “covered agency” means an agency or component of an agency that is required by the Director to collect voluntary customer experience feedback for purposes of section 5, based on an assessment of the components and programs of the agency with the highest impact on or number of interactions with individuals or entities.

(4) DIRECTOR.—The term “Director” means the Director of the Office of Management and Budget.

(5) VOLUNTARY CUSTOMER EXPERIENCE FEEDBACK.—The term “voluntary customer experience feedback” means the submission of information, an opinion, or a concern to an agency by an individual or entity that—

(A) is voluntarily made by the individual or entity; and

(B) relates to—

(i) a particular service provided to the individual or entity by the agency; or

(ii) an interaction of the individual or entity with the agency.

SEC. 4. GUIDELINES FOR VOLUNTARY CUSTOMER EXPERIENCE FEEDBACK.

Each agency that solicits voluntary customer experience feedback shall ensure that—

(1) individuals and entities providing responses to the solicitation of voluntary customer experience feedback have the option to remain anonymous;

(2) individuals and entities that decline to participate in the solicitation of voluntary customer experience feedback are not treated differently by the agency for purposes of providing services or information;

(3) the solicitation includes—

(A) the fewest number of questions as is practicable; and

(B) not more than 10 questions;

(4) the voluntary nature of the solicitation is clear;

(5) the proposed solicitation of voluntary customer experience feedback will contribute to improved customer experience;

(6) solicitations of voluntary customer experience feedback are limited to 1 solicitation per interaction with an individual or entity;

(7) to the extent practicable, the solicitation of voluntary customer experience feedback is made at the point of service with an individual or entity;

(8) instruments for collecting voluntary customer experience feedback are accessible to individuals with disabilities in accordance with section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d); and

(9) internal agency data governance policies remain in effect with respect to the collection of voluntary customer experience feedback from individuals and entities.

SEC. 5. CUSTOMER EXPERIENCE DATA COLLECTION.

(a) COLLECTION OF RESPONSES.—The head of each covered agency, assisted by and in coordination with the senior accountable official for customer experience of the covered agency, shall collect voluntary customer experience feedback with respect to services of or interactions with the covered agency.

(b) CONTENT OF QUESTIONS.—

(1) STANDARDIZED QUESTIONS.—The Director, in coordination with the Administrator, shall develop a set of standardized questions for use by covered agencies in collecting voluntary customer experience feedback under this section that address—

(A) overall satisfaction of individuals or entities with the specific interaction or service received;

(B) the extent to which individuals or entities were able to accomplish the intended task or purpose of those individuals or entities;

(C) whether an individual or entity was treated with respect and professionalism;

(D) whether an individual or entity believes that the individual or entity was served in a timely manner; and

(E) any additional metrics determined by the Director, in coordination with the Administrator.

(2) ADDITIONAL QUESTIONS.—In addition to the questions developed under paragraph (1), the senior accountable official for customer experience of a covered agency may develop questions relevant to the specific operations or programs of the covered agency.

(c) ADDITIONAL REQUIREMENTS.—To the extent practicable—

(1) each covered agency shall collect voluntary customer experience feedback across every platform or channel through which the covered agency interacts with individuals or other entities to deliver information or services; and

(2) voluntary customer experience feedback collected under this section shall be tied to specific transactions or interactions with customers of the covered agency.

(d) EXEMPTION FROM PUBLIC NOTICE AND COMMENT.—The requirements of section 3506(c)(2)(A) and subparagraphs (B) and (D) of subsection (a)(1) and subsection (b) of section 3507 of title 44, United States Code, shall not apply to the collection of voluntary customer experience feedback by an agency that meets the requirements of this Act.

(e) REPORT.—

(1) IN GENERAL.—Not later than 1 year after the date of enactment of this Act and not less frequently than quarterly thereafter,